



DONNA REICHENBACH
Madeira Beach Office

Customer Testimonials

Don't take our word for it,
read what our customers have to say...

I want to tell you that you are the first real estate person that has helped us actually find houses. It has seemed to me through my last few encounters with agents, that I have done the majority of the finding and they unlock the doors. I was shocked at this. I think it is great that you contacted us, even though the house was not within our range...you were remembering what we wanted and helping us out. Please give this to your boss with my email. You are a credit to you company.

~Vicky Jones

Recently we sold our condo and purchased another condo. **Donna Reichenbach** was our realtor, and we couldn't have asked for a better person to represent us. She is very knowledgeable, friendly, helpful and thorough. Although we were not in Florida when our condo sold, all the paperwork and documents were taken care of in an expedient manner. She researched and answered our questions and concerns in a way that put us at ease. She did things for us beyond our expectations and we are very happy with our new condo.

If you are looking for a real estate agent who is very helpful and pleasant to work with, give **Donna** a call. You will not be disappointed. She will make it a fun and enjoyable experience.

~Gerald & Wilma Peurseem

It was our intent that this letter be written to you earlier, however, due to our purchasing via 1031 Exchange property, we have been quite busy in locating a suitable property, traveling back and forth between Maryland and Delaware, etc. As my husband exclaims - "I wake up in the morning and don't know if I'm in Florida, in Delaware, or at home"! This will change soon - hopefully!

My husband and I had the pleasure of working with Mrs. **Donna Reichenbach** for several months in the sale of our lovely townhouse in N. Redington Beach. We found **Donna** to be one of the most courteous, efficient and accommodating persons we have dealt with. She handles herself with the utmost professionalism and diplomacy and is most certainly an asset to your organization and an employee your company can be very proud of.

Although we thanked her many times in the past, we wish to again express our appreciation for all her time and attention extended to us.

~Joan & Lester Baker

We wanted to thank **Donna Reichenbach** so much for all the hard work she did helping us sell our house. We felt compelled to write and let you know what a wonderful job she did for us, getting us through the few hard times we had and making us feel at ease when we would get discouraged. She always maintained a professional and cheerful attitude throughout the entire process. You can bet we will highly recommend your firm to our friends and neighbors.

~Karen & Harold Degenhart

I would like to recognize the most outstanding realtor team, Donna & Mike Reichenbach. Compared to all my previous experience here in FL and other states for the past 38 years they provided higher standards, exceeded all my expectations and surprised me with their talent, expertise, ethics, dedication and attitude, just to mention a few.

I highly recommend Donna & Mike for any real estate need. It will be your most pleasant experience and it can't get any better than that.

~Dr. A. Bascharon

It is with great pleasure that I write this testimonial following the recent services of Donna Reichenbach, Estate Agent for CENTURY 21 Beggins Madeira Beach.

I was first introduced to Donna Reichenbach by my brother who had been searching for a house in Madeira Beach/ St Petersburg.

On re-visiting Madeira Beach, I and my daughter contacted Donna as we had an initial interest in considering buying a property. On contacting Donna I was met with a professional and enthusiastic attitude, Donna's extensive knowledge of the area and the property's in the area was vast. Both I and my daughter were both very comfortable and appreciated her honesty and professionalism. Donna assessed what type of property would be of interest to us and drew up a short list for viewing. Her perception of what would interest us and motivate our interest was uncanny and remarkable.

Donna's patience was boundless and her personal attention was wonderful. All calls were returned promptly and any queries answered in full. We observed an excellent work ethic and never felt pressured or rushed. Donna was totally focused on finding a property that was right for us and carried out that task tirelessly.

The negotiation skills displayed obtained an excellent purchase price which both seller and we were happy and agreeable with. The guidance through what I felt was a very confusing and difficult process was made an enjoyable journey by Donna's guidance and explanations.

Both I and my daughter are convinced that only Donna's professional tireless enthusiasm and patience resulted in our successful purchase of our property.

I have no hesitation in recommending Donna Reichenbach from CENTURY 21 Beggins Madeira Beach as a first class realtor.

~Kathy Kumar



For Your "Finest Real Estate Experience" ...*GUARANTEED!*



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Donna Reichenbach
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000001803
Transaction Type: Seller
Customer: David Gibbs & Glorianne Gibbs
Property: 557 Johns Pass Ave Madeira Beach FL 33708
Close Date: 06/14/2012
Survey Completed Date: 06/25/2012
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Donna Richenbach is a marvelous realtor! I couldn't have been more pleased with her!

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Donna Reichenbach
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000001697
Transaction Type: Buyer
Customer: Tammy Treadway
Property: 541 Normandy Rd Madeira Beach
 FL 33708
Close Date: 12/22/2011
Survey Completed Date: 12/30/2011
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
 Knowledgeable about the market
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1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
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████████	████████	████████	10
████████	████████	████████	10

Additional comments

KEY: 0-4 Dissatisfied
 5-7 Merely Satisfied
 8-10 Delighted
 N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Donna Reichenbach
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000001697
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 FL 33708
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Survey Completed Date: 12/30/2011
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1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
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████████	████████	████████	10
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████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

KEY: 0-4 Dissatisfied
 5-7 Merely Satisfied
 8-10 Delighted
 N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Donna Reichenbach
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000001607
Transaction Type: Seller
Customer: Glorriane Gibbs
Property: 559 Johns Pass Ave Madeira Beach FL 33708
Close Date: 05/11/2011
Survey Completed Date: 05/19/2011
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch

Knowledgeable about the market

Understood what was important

Resolution of any issue that arose

Explaining the Agreement

Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?

How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
■ ■ ■ ■			10
■ ■ ■ ■			10
■ ■ ■ ■			10
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■ ■ ■ ■			10
■ ■ ■ ■			10
■ ■ ■ ■			10
■ ■ ■ ■			10

Additional comments

KEY: 0-4 Dissatisfied
5-7 Merely Satisfied
8-10 Delighted
N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Donna Reichenbach
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 00000001628
Transaction Type: Buyer
Customer: Dustin Kellenberger
Property: 3401 Shore Dr Largo FL 33771
Close Date: 04/08/2011
Survey Completed Date: 04/18/2011
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
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 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Extremely helpful and nice. Would definitely recommend to my friends and family for their real estate transactions.

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Donna Reichenbach
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000001528
Transaction Type: Buyer
Customer: David and Shirley Butler
Property: 15000 Gulf Blvd # 507 Madeira Beach FL 33708
Close Date: 12/16/2010
Survey Completed Date: 01/01/2011
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch

Knowledgeable about the market

Understood what was important

Resolution of any issue that arose

Explaining the Agreement

Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?

How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
■ ■ ■ ■		■ ■ ■ ■	10
■ ■ ■ ■		■ ■ ■ ■	10
■ ■ ■ ■		■ ■ ■ ■	10
■ ■ ■ ■		■ ■ ■ ■	10
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■ ■ ■ ■		■ ■ ■ ■	10
■ ■ ■ ■		■ ■ ■ ■	10
■ ■ ■ ■		■ ■ ■ ■	10
■ ■ ■ ■		■ ■ ■ ■	10
■ ■ ■ ■		■ ■ ■ ■	10
■ ■ ■ ■		■ ■ ■ ■	10

Additional comments

KEY: 0-4 Dissatisfied
 5-7 Merely Satisfied
 8-10 Delighted
 N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Donna Reichenbach
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000001505
Transaction Type: Buyer
Customer: James and Jodi Chadwick
Property: 249 Regina Dr N Largo FL 33770
Close Date: 11/10/2010
Survey Completed Date: 12/05/2010
Survey Type: Online

Overall Score
93%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?

Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

- Regularly stayed in touch
- Knowledgeable about the market
- Understood what was important
- Resolution of any issue that arose
- Explaining the Agreement
- Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?

How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	[Progress bar]			9
Regularly stayed in touch	[Progress bar]			10
Knowledgeable about the market	[Progress bar]			10
Understood what was important	[Progress bar]			10
Resolution of any issue that arose	[Progress bar]			8
Explaining the Agreement	[Progress bar]			10
Managing the details from contract to close	[Progress bar]			8
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	[Progress bar]			9
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	[Progress bar]			9
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	[Progress bar]			9

Additional comments

Donna was wonderful to work with. Whenever I asked her to check on properties, she was right on it! If I had a question and there were many, she got back to me as soon as possible. Her husband Michael as well. I do not think she sleeps! She was more like a friend than an agent. I highly recommend her.

KEY:	0-4	Dissatisfied
	5-7	Merely Satisfied
	8-10	Delighted
	N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Donna Reichenbach
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000001435
Transaction Type: Seller
Customer: Les & Kathleen Swanson
Property: 12901 Gulf Ln # 402 Madeira Beach FL 33708
Close Date: 04/30/2010
Survey Completed Date: 05/26/2010
Survey Type: Online

Overall Score
93%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?

Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

- Regularly stayed in touch
- Knowledgeable about the market
- Understood what was important
- Resolution of any issue that arose
- Explaining the Agreement
- Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?

How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	[Progress bar: 93%]			9
Regularly stayed in touch	[Progress bar: 80%]			8
Knowledgeable about the market	[Progress bar: 100%]			10
Understood what was important	[Progress bar: 100%]			10
Resolution of any issue that arose	[Progress bar: 100%]			10
Explaining the Agreement	[Progress bar: 80%]			8
Managing the details from contract to close	[Progress bar: 100%]			10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	[Progress bar: 90%]			9
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	[Progress bar: 100%]			10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	[Progress bar: 100%]			10

Additional comments

It was a pleasure to work with Donna. She appears to be a real go-getter. She was prompt in working on the issues that needed to be addressed.

KEY:	0-4	Dissatisfied
	5-7	Merely Satisfied
	8-10	Delighted
	N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Donna Reichenbach
Office: CENTURY 21 Begins Enterprises

Transaction ID: 00000001363
Transaction Type: Buyer
Customer: Sumner and Sumner LLC
Property: 8004 Gulf Blvd W St Pete Beach FL 33706
Close Date: 05/29/2009
Survey Completed Date: 06/24/2009
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?

Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

- Regularly stayed in touch
- Knowledgeable about the market
- Understood what was important
- Resolution of any issue that arose
- Explaining the Agreement
- Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?

How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10

Additional comments

We have already given her name to other parties interested in property in the same area.

KEY:	0-4	Dissatisfied
	5-7	Merely Satisfied
	8-10	Delighted
	N/A	Not asked



CENTURY 21® Quality Service Survey



Individual Survey Results

Agent: Donna Reichenbach
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000001341
Transaction Type: Seller
Customer: Livio and Earla Melatti
Property: 13105 Boca Ciega Ave Madeira Beach FL 33708
Close Date: 04/15/2009
Survey Completed Date: 05/10/2009
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?

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1 - 4	5 - 7	8 - 10	Score
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10

Additional comments

We are dealing with another of your agents, Diane Ladzinski here in Sun City Center and are extremely satisfied as well

KEY:	0-4	Dissatisfied
	5-7	Merely Satisfied
	8-10	Delighted
	N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Donna Reichenbach
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000001347
Transaction Type: Seller
Customer: David and Shirley Butler
Property: 500 Johns Pass Ave Madeira Beach FL 33708
Close Date: 07/29/2009
Survey Completed Date: 08/14/2009
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?

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- Understood what was important
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1 - 4	5 - 7	8 - 10	Score
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10

Additional comments

Donna and her husband Michael were extremely professional, helpful, and very friendly.

KEY:	0-4	Dissatisfied
	5-7	Merely Satisfied
	8-10	Delighted
	N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Donna Reichenbach
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000001306
Transaction Type: Seller
Customer: Frank Reynolds
Property: 519 Johns Pass Ave Madeira Beach FL 33708
Close Date: 11/06/2009
Survey Completed Date: 11/27/2009
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?

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- Understood what was important
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1 - 4	5 - 7	8 - 10	Score
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10

Additional comments

Donna was truly a pleasure to work with....very dedicated, knowledgeable and handled herself with professional ease...she is the best.

KEY:	0-4	Dissatisfied
	5-7	Merely Satisfied
	8-10	Delighted
	N/A	Not asked



CENTURY 21® Quality Service Survey



Individual Survey Results

Agent: Donna Reichenbach
Office: CENTURY 21 Beggin Enterprises

Transaction ID: 000000001403
Transaction Type: Buyer
Customer: Johnny Curry
Property: 9463 84th Way Seminole FL 33777
Close Date: 10/30/2009
Survey Completed Date: 12/05/2009
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?

Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch

Knowledgeable about the market

Understood what was important

Resolution of any issue that arose

Explaining the Agreement

Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?

How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10

Additional comments

Donna was great! She knew what we were looking for and went out of her way to provide many homes to look at. If we ever decide to move again, we would ask Donna to help us.

KEY:	0-4	Dissatisfied
	5-7	Merely Satisfied
	8-10	Delighted
	N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Donna Reichenbach
Office: CENTURY 21 Begins Enterprises

Transaction ID: 000000001392
Transaction Type: Seller
Customer: Joan Humphreys
Property: 12901 Gulf Ln # 503 Madeira Beach FL 33708
Close Date: 12/30/2009
Survey Completed Date: 02/08/2010
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?

Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

- Regularly stayed in touch
- Knowledgeable about the market
- Understood what was important
- Resolution of any issue that arose
- Explaining the Agreement
- Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?

How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10

Additional comments

Donna and Mike were very attentive, responsive and guided us extremely well through the whole process of selling our condo in a short period of time. Any issues were professionally and quickly dealt with along the way and we got our price. Thank you Donna and Mike for your long distance help (from Canada)!!! You were great!!

KEY:	0-4	Dissatisfied
	5-7	Merely Satisfied
	8-10	Delighted
	N/A	Not asked